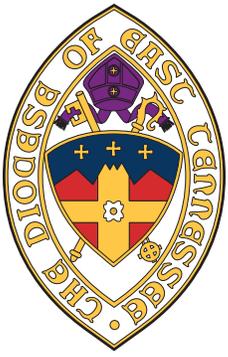


## **Parish Support Specialist**



The Episcopal Church in East Tennessee seeks to employ a Parish Support Specialist to support the Bishop and Diocesan Staff in all matters of public relations and parochial ministry for nearly 50 parishes, chaplaincies, and worshiping communities in its diocese. The Parish Support Specialist assures the diocese stays connected to all communities in Christ and interfaces with parishes and visitors to the diocesan house on behalf of the diocesan staff.

Primary responsibility as an outward interface, connection, hospitality, support to congregations, staff, and broader public, including, but not limited to:

- Hospitality for the diocesan house
  - In-person greeter at front desk
  - Primary phone support
  - Triage of contacts made with diocesan house, followed by appropriate resolution, response, or allocation to staff or outside resources
  - Accountability for facility's image, cleanliness, usefulness, and preparedness
    - Ownership of process and guidelines for use of facility
    - Monitor and procure supplies
    - Ownership of emergency preparedness
    - Interface with cleaning service providers
    - Driver of facility maintenance and repairs
    - Ownership of equipment maintenance, supplies, and repairs
- Interface for congregational leadership - clergy, vestries, parish administrators, etc.
  - Periodic reporting & deadlines handled by a variety of diocesan offices
  - Annual parochial reports
  - Annual audits
  - Annual asks (parish assessments)
  - Annual licensed lay ministry rosters and certifications
  - Annual safeguarding certifications
  - Annual update of congregational officers and contacts
- Interface for public as needed
- Shepherd communications with congregations, in collaboration with Missioner for Communications and Evangelism
- Diocesan database (Realm) accountability
  - Daily integrity of data
  - Periodic updates of parish contacts for various activities and topics

Secondary responsibilities include, but are not limited to:

- Conduit of information between congregations and diocesan staff
- Diocesan Staff engagement, awareness, and support
- Co-leader of staff meetings with regards to schedule and agenda
- Material contributor to annual diocesan convention planning and execution
- Support staff and visitors with technology setup for meetings and events
- Event coordination at diocesan house and occasionally at other venues

Key competencies:

- Values centralization of interfacing, service and support, helping others in the organization with the outward face
- Self-managed and professional
- Proficient in necessary tools (currently used – Realm, Google applications, Microsoft Office applications, Zoom and other meeting tools)
- Clear, concise, and measured communication in writing and speaking using various methods (in-person, reports, letters, emails, phone calls)
- Organized and mindful stewardship of everyone's time and resources
- Effective management of goals and priorities as well as risks and liabilities
- Desire to learn and capacity to do so – seeker of knowledge and understanding
- Patience with, love for, and acceptance of all God's people
- Servant leadership – customer service orientation
- Collaborative – functions as an integrated member of a strong team
- Approachable, accessible, hospitable
- Nimble, adaptable, versatile, agile, resilient
- Self-differentiated – awareness of source of conflict and able to not take it personally
- Good boundary-keeping, self-care, and practices

Nice to have:

- Proficient in Episcopal church language and polity
- Technology savvy - able to solve problems and configure various pieces of equipment and applications
- Keen eye to details and nuance

Target start date mid-Summer 2021. Full-time salary range of 35,000 - 39,000, plus benefits, depending on experience. Reports to the Bishop. Works primarily from an office in Knoxville and occasionally travels to evening and weekend events in the Tri-Cities, Knoxville, and Chattanooga regions. All qualified applicants will be considered.